



THE WELL MEDICAL, PLLC

Privacy Policy

Last Updated: 10/01/2026

1. Introduction

The Well Medical, PLLC (“**The Well**,” “we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or communicate with us.

This policy applies to all users of our website and services, including prospective and active patients.

2. Important Medical Privacy Notice (HIPAA)

Protected Health Information (PHI) is governed by federal law under the **Health Insurance Portability and Accountability Act (HIPAA)**.

- If you become a patient of The Well, your medical information will be protected under our **Notice of Privacy Practices (NPP)**, which is provided separately and is available on our website and at our office.
- This website Privacy Policy **does NOT replace HIPAA protections**.

3. Information We Collect

A. PERSONAL INFORMATION

We may collect:

- Name
- Email address
- Phone number
- Date of birth (if submitted)
- Billing information
- Mailing address

B. HEALTH-RELATED INFORMATION

If submitted through forms (e.g., intake, contact forms):

- Medical history
- Medications
- Symptoms or concerns

Important: Submission through website forms may not be fully secure. Patients are encouraged to use our secure patient portal.

C. AUTOMATICALLY COLLECTED INFORMATION

- IP address
- Browser type
- Device type
- Pages visited
- Cookies and tracking data

4. How We Use Your Information

We use your information to:

- Provide and manage services
- Respond to inquiries
- Schedule appointments
- Process payments and memberships
- Improve our website and services
- Send updates, reminders, or marketing (if consented)

5. How We Share Information

We do **not sell your personal information**.

We may share your information with:

A. HEALTHCARE & BUSINESS OPERATIONS

- Laboratories (e.g., Quest Diagnostics, Labcorp)
- Pharmacies (including compounding pharmacies)
- Payment processors (e.g., Stripe)
- Electronic Health Record systems (e.g., Hint Health)

B. LEGAL REQUIREMENTS

We may disclose information if required by:

- Texas law
- Federal law
- Court order or subpoena

6. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to:

- Improve website performance
- Analyze user behavior
- Customize user experience

You can disable cookies in your browser settings.

7. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information.

However:

- No system is 100% secure
- Email and website forms are not guaranteed secure

8. Your Rights (Texas & U.S.)

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion (where applicable)
- Opt out of marketing communications

For medical records, HIPAA rights apply separately.

9. Third-Party Services

Our website may link to third-party services. We are not responsible for their privacy practices.

Examples:

- Payment processors
- Lab companies
- Telehealth platforms

10. Children's Privacy

We do not knowingly collect information from children under 13 without parental consent.

11. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised effective date.

12. Contact Information

The Well Medical, PLLC

info@thewellmedicaltx.com